



POLICY AND PROCEDURE
Montgomery County
Fire and Rescue Service

4-04

DATE

FAMILY SUPPORT NETWORK

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MONTGOMERY COUNTY FIRE AND RESCUE SERVICE POLICY

FAMILY SUPPORT NETWORK

Issued by: Fire Chief

Policy No. 04-04

Authority: Montgomery County Code Section 21-2.(d)(3)(D)

Effective Date: **November 17, 2009**

Section 1. **Purpose:** To establish a Family Support Network that provides support for MCFRS personnel, their families and their significant others during and after critical incidents, to help develop family and individual resilience through critical incident stress management and other similar activities.

Section 2. **Applicability.** This policy applies to all MCFRS personnel.

Section 3. **Definitions.**

- a. **Critical Incident.** An extraordinary occurrence, natural or manmade, that is a threat to well-being, life, or property.
- b. **Family Support Network.** A group of individuals, appointed by the Fire Chief or designee, which is a component of the MCFRS organizational structure that provides support to MCFRS personnel, their families, and their significant others during and after a critical incident. Members of the Family Support Network do not receive any compensation for their activities, and serve at the pleasure of the Fire Chief.
- c. **Family Support Network Leader.** An individual appointed by the Fire Chief or designee to supervise the administration and operation of the Family Support Network.
- d. **Fire Chief.** The uniformed department head of the Montgomery County Fire and Rescue Service who has all powers of a department director, and full authority over all fire, rescue, and emergency medical services in the County, including any services provided by the Local Fire and Rescue Departments. The Fire Chief must implement County law, regulations, and policies to effectively administer the Fire and Rescue Service.



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- e. **MCFRS Personnel.** All operational MCFRS providers, including volunteers and employees of the local fire and rescue departments, and Firefighter/Rescuer Occupational Series Merit System employees of the Montgomery County Fire and Rescue Service.

Section 4. **Policy.** It is the policy of the Montgomery County Fire and Rescue Service to offer the support services of the **Family Support Network** to **MCFRS personnel**, their families, and their significant others, during or after a **critical incident**.

Section 5. **Procedure.**

- a. The **Fire Chief** will appoint the members of the **Family Support Network**, and a **Family Support Network Leader** to supervise and oversee the **Family Support Network**.
- b. The **Family Support Network Leader** reports to the **Fire Chief** or designee and must coordinate activities with the MCFRS psychologist.

Section 6. **Responsibility.** The **Fire Chief** or designee will meet with **Family Support Network Leader** on an as-needed basis to discuss the current status and needs of the **Family Support Network**.

Section 7. **Effective Date.** This policy is effective on **November 17, 2009**

Approved:

Richard Bowers, Fire Chief
Montgomery County Fire and Rescue Service

Date

APPROVED AS TO FORM AND LEGALITY
OFFICE OF COUNTY ATTORNEY
BY
DATE 11/17/09

Family support network policy amended 11/5/09